# *Veterans Identification Card Patient Image Capture System*

# *User Guide*

**Version 1.2**
**June 23, 2004**

# TABLE OF CONTENTS

# 1   Welcome to the Veterans Identification Card Patient Image Capture System



### What is the Veterans Identification Card (VIC)?

The VIC is the new ID card that will be issued to veterans. It is similar to veteran ID cards currently being issued and contains veteran information in both the bar code and magnetic stripe.

There are a couple of ways the new card differs from what has been issued in the past. The amount of information printed on the face of the card is minimal to protect the veteran's privacy. The card is no longer embossed. A one-inch by one-inch color photo of the veteran is an enhancement over the previous black and white photo.

Lastly, the VIC will not be printed and issued at the local facility. Instead, the VIC Patient Image Capture System (PICS) will be used to access the veteran's information from VistA, take the veteran's photo (or retrieve it from a file), and send a print card request to the National Card Management Directory (NCMD). A copy of the veteran's photo will also be sent to the local VistA Imaging Database. A centralized card print facility will retrieve the card print requests from the NCMD, print the VICs and mail them directly to the veteran's address. If a home address is not available for the veteran, the card will be mailed to the facility requesting the card.

**A Brief History of the VIC**

VA has issued conventional plastic identification cards to recipients of VA healthcare for more than two decades. The card was designed for basic identification and imprinted the embossed card information onto paper forms. It was not computer readable. In 1996, VA introduced a new generation patient identification card known as the Veteran Universal Access and Identification Card, or VIC. VIC was conceived as, "…a state-of-the-art replacement" for the previous patient identification card. It also was viewed as an opportunity to realize the Deputy Secretary's vision of a "Universal ID Card." The transition to this new technology was very popular with veterans. The VIC was a replacement for the older patient data card and currently provides magnetic stripe and barcode functionality.

**Information Stored On the VIC**

The magnetic stripe of the VIC contains the following information:
- Full Name
- Social Security Number
- Date of Birth
- Veteran Service Connected Indicator

**What This User's Guide Provides**

This user guide is designed and written to provide you with instructions that will guide you through the operation of the Patient Image Capture System (PICS). PICS is an easy to use software program. The PICS user's guide will provide:
- Step-by-step instructions on PICS installation and set up,
- Step-by-step instructions on how to start PICS and use it to capture the veteran's image as well as send that image to the NCMD,
- Basic information on other VA systems that interface with PICS; and
- Basic troubleshooting information.

**Assumptions**

This manual assumes that:

- The operator is able to:

  - Work in the Windows operating system on which PICS is installed.

  - Work with a mouse and computer keyboard.

  - Select options from check boxes, list boxes, and buttons.

- The operator has been granted the necessary workstation and network access.

- The workstation has supporting software for the operation of VistA and the Computerized Patient Record System (CPRS) in the Sentillion environment. Also, the operator has received training in using those programs.

# 2    PICS Hardware



**Required PICS Workstation Specifications**

The following minimum specifications are required for the PICS Workstations:

- **Operating System**: Windows 2000 or XP

- **Hardware**:

    o  IBM PC/AT compatible
    o  40X CD-ROM Drive or better
    o  3.5 in floppy disk drive
    o  USB 2.0 port available
    o  10/100 Ethernet NIC
    o  64 MB video card or better
    o  Keyboard
    o  Optical mouse

- **CPU**: Pentium IV 2.4 GHz or higher

- **Hard Drive Space**: 40 GB

- **RAM**: 512MB

- **Display**: 17 in LCD, 1280 x 1024 pixels/ High Color (32 bit) or better

**Compact Digital Still Camera**

The PICS software has been designed to work specifically with the Canon PowerShot A60 camera.

- **Features**:

  o 2.0 Megapixel
  o Auto Focus
  o Built-In Flash
  o Red-Eye Reduction

- **Package to include:**

  o PowerShot A70 or A60 Body
  o Wrist Strap WS-200
  o AV Cable AVC-DC100
  o 4 AA-type Alkaline Batteries
  o Interface Cable IFC-300PCU
  o Compact Flash Card CF-16M or better
  o Digital Camera Solution CD-ROM
  o ArcSoft Camera Suite CD-ROM

- **USB 2.0 Cable** for connecting camera to the PC such as the Canon Interface Cable IFC-300PCU.

- **Canon EOS-1D** industrial-strength**,** heavy-duty metal tripod

- **Canon Digital Camera SDK** Version 6.1.2 (Windows**)**

- **Canon AC adapter kit ACK600**.When connected to the PC, the unit will have cables necessary to power the camera and capture pictures without the use of batteries

# 3    PICS INSTALLATION



## About PICS Installation

PICS will be installed on the workstation in one of two methods:

- Ghosted image – In most cases, PICS will be standard software loaded on workstations distributed throughout the VHA for requesting VICs. No local installation process will be required; however, some settings information may have to be entered.
- Local installation – In some instances, it may be necessary to locally install PICS on an existing workstation. The step-by-step instructions, along with the screenshots, are designed to make this evolution simple.

*It is necessary to be logged onto the PC with administrative rights to install PICS.*

## Requirements for PICS Operation

PICS can only be operated on a PC that meets the following requirements:

- CCOW enabled
- Network connection and permissions to:
  - VistA
  - Computerized Patient Record System (CPRS)
  - National Card Management Directory (NCMD)
  - VistA Imaging

- Configured for auto sign-on
- Broker Client component installed and set up

Operation of the image capture functionality requires that the Cannon PowerShot A60 camera be attached to the PICS workstation and its drivers loaded as specified in the camera's user manual.

Each of the above items should be done prior to installing PICS on the workstation.

**PICS Installation**

1. Insert the CD containing the installation file or locate the file if it has been downloaded onto your PC.
2. Open the file to start the installation wizard.
3. Select *Next* to move to the next screen.
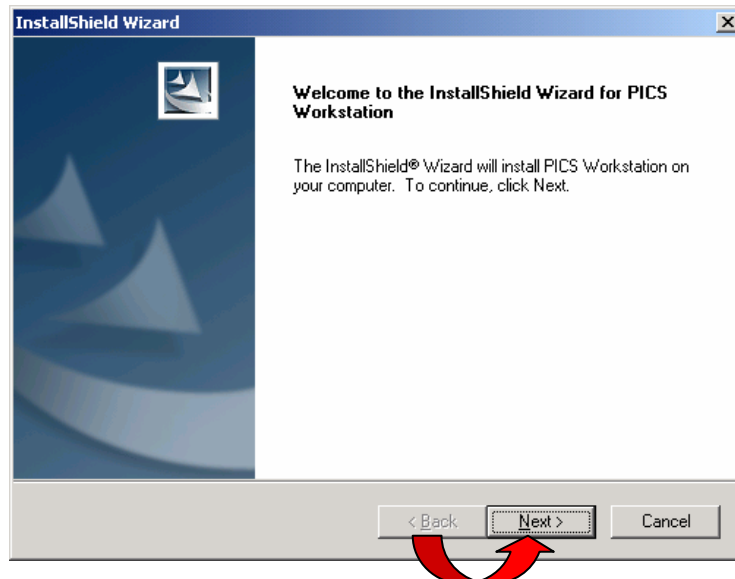


4. Unless otherwise required, select the default installation settings displayed by selecting *Next* to move to the next screen.
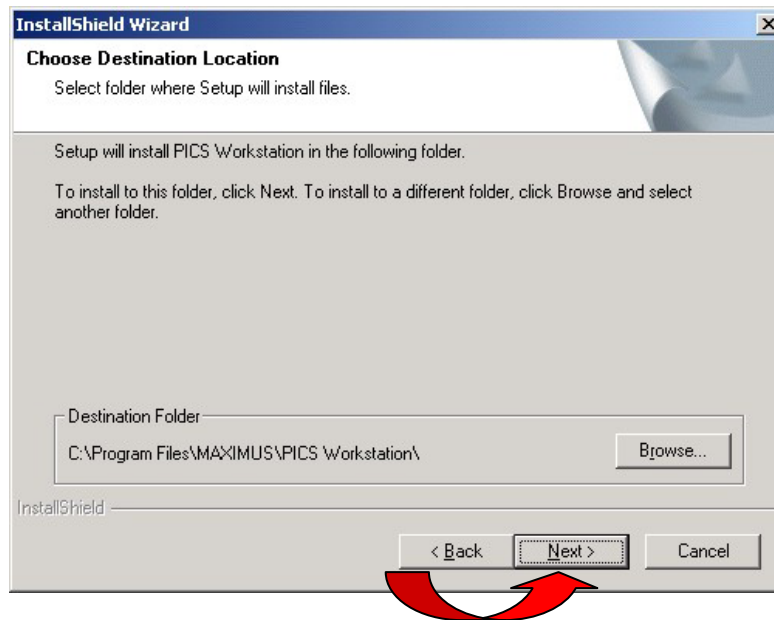
5.  PICS will begin installing.
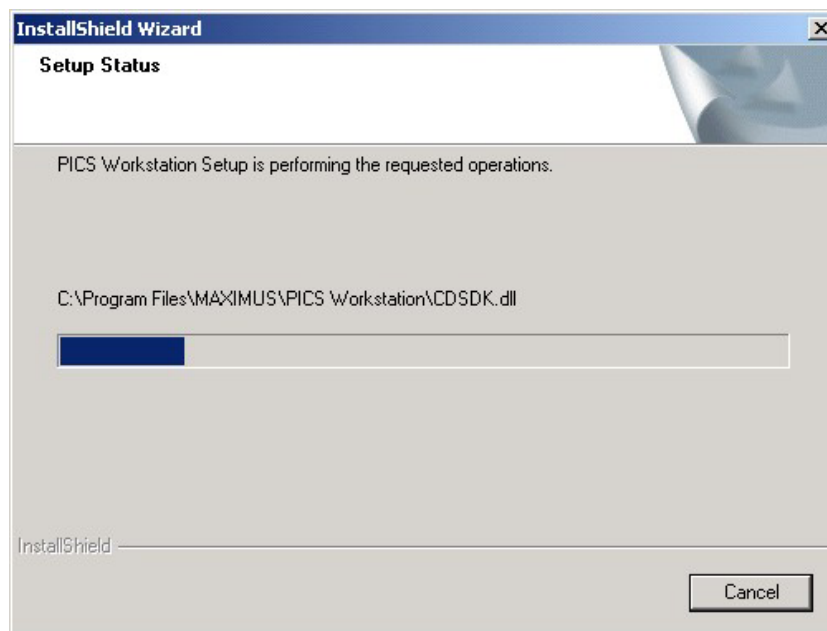
6. Once the install shield wizard for PICS has finished, simply click *Finish*. It is not necessary to reboot the PC.
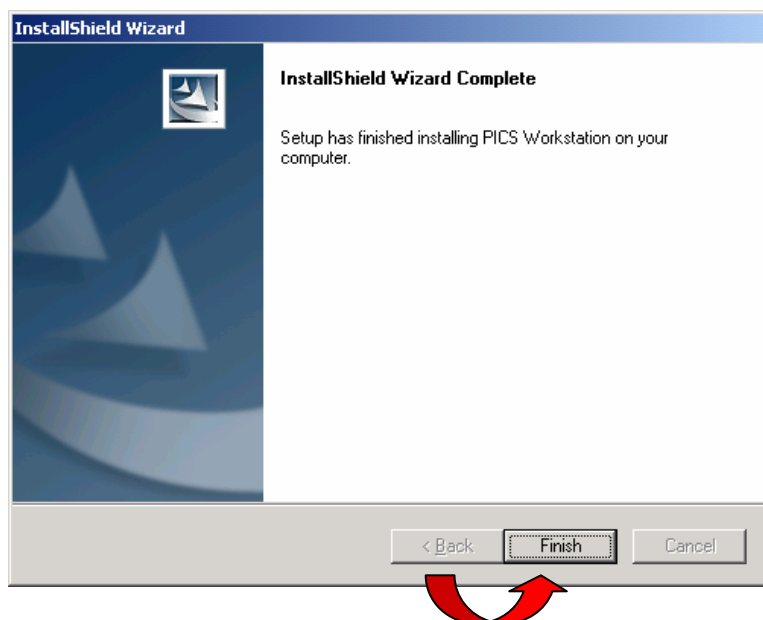
# 4

## PICS Operator Guide
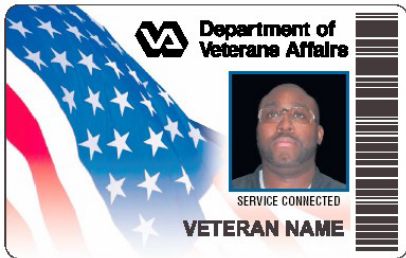


**Initial Startup of PICS**

Prior to starting and running PICS, it is necessary that the user has started and logged into CPRS. If CPRS is not running, PICS will not start. Patients are selected in CPRS. If no patient has been selected in CPRS, then PICS will not display a patient. For basic information on the operation of CPRS, please refer to Section 5, Patient Information Management System Interfaces.

1. To start PICS, either click on the PICS icon on your desktop or select
   ***Start/Programs/MAXIMUS/PICS***
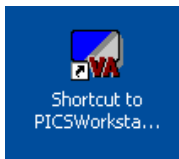


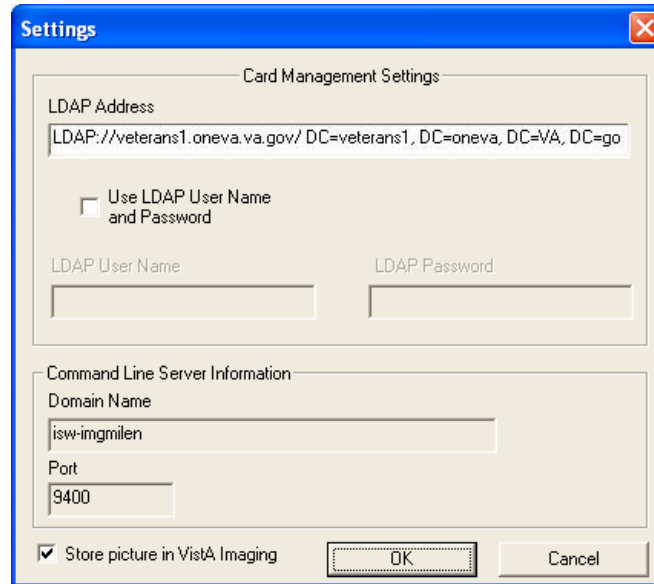2. The PICS main screen will appear:

3.  The user should verify that the appropriate parameters have been entered to allow PICS to send card print requests to the NCMD. To verify that the appropriate parameters have been entered, select *Patient/Settings:*
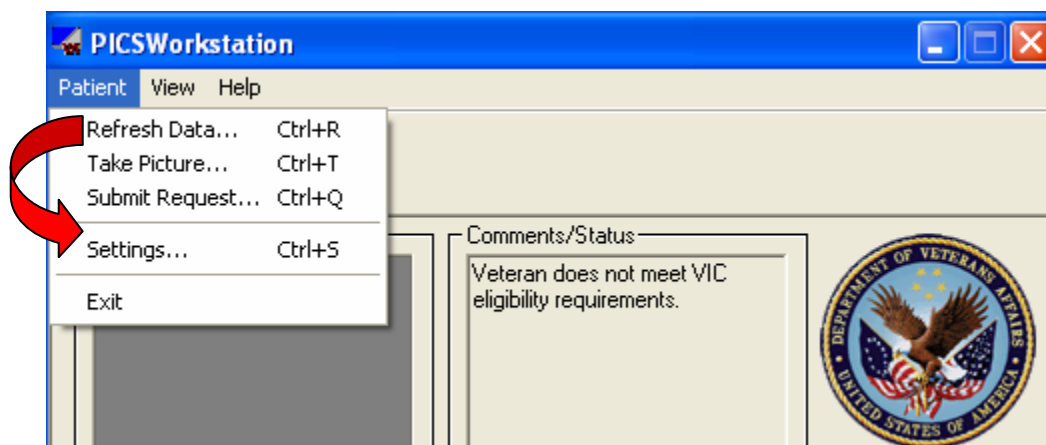


**Note:** Menu items Patient, View and Help can be accessed without the mouse by using the ALT key and the underlined letter. The up and down arrow keys can

then be used to move from one item to the other. Make the desired selection by pressing Enter.

This will take you to the settings window:



The LDAP address should be entered as shown above. The address is:

***LDAP://veterans1.oneva.va.gov/ DC=veterans1, DC=oneva, DC=VA, DC=gov***

An option is also provided in this window to allow the user to store pictures sent from PICS to VistA Imaging. The default for this option is to send the picture to VistA Imaging. The user should deselect this option only if told to do so by his or her supervisor.

## PICS Operation

### Overview of PICS Operation

PICS was specifically designed to capture the patient image necessary for generating an ID card print request. No patient information is entered via PICS. If a patient's data needs to be updated, that must be done in VistA. In order for PICS to operate normally, it interfaces with:

- VistA,
- CPRS,
- NCMD; and
- VistA Imaging.

*Note:* In the event the network connection is lost between the PICS workstation and NCMD, PICS will continue to operate. Any images captured during the time that the broken connection to NCMD exists will be queued (stored) on the workstation. Each time PICS is started or an attempt is made to send a card print request to NCMD, PICS will attempt to also send the stored card print requests. Once they have been successfully sent, they are no longer queued on the PICS workstation. Card print requests that are queued on the workstation are not accessible and cannot be opened or edited.

In the event the network connection is lost between the PICS workstation and VistA Imaging, PICS will continue to operate. However, unlike with the broken connection to NCMD, any images captured will not be queued and subsequently sent to VistA imaging.

1. Prior to starting PICS, ensure that CPRS has been started and is functioning normal.

2. To start PICS, either click on the PICS icon on the desktop or select *Start/Programs/MAXIMUS/PICS*



3. When PICS starts, the main window appears as shown below:

4. PICS accesses patient data from VistA through the Patient Information Management System (PIMS) to populate card print requests. Rather than accessing the patient data directly, it is accessed via the Computerized Patient Reporting System (CPRS). Therefore, it is necessary that the patient, for whom the user is generating a card print request, has been selected in CPRS. If at any time CPRS closes, PICS will also close. The user may populate PICS with the patient data selected in CPRS by two methods.

   a. The first method is by selecting *Patient/Refresh:*
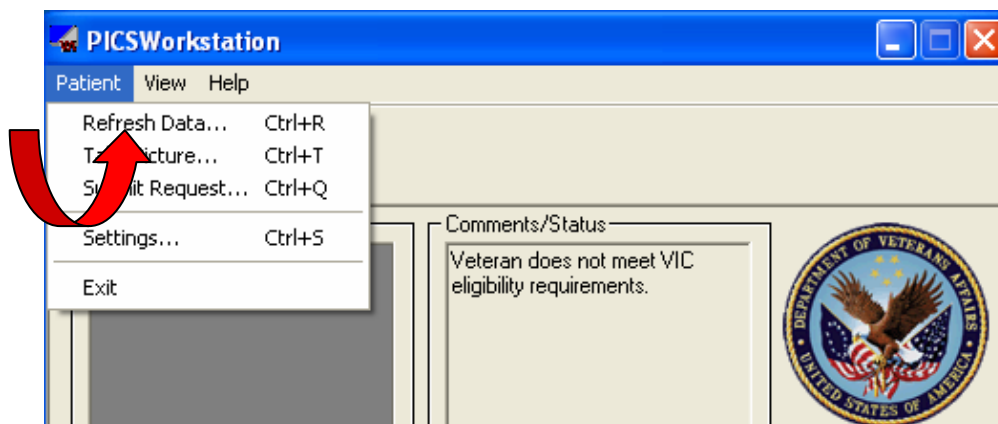
**Note:** Menu items P̲atient, V̲iew and H̲elp can be accessed without the mouse by using the ALT key and the underlined letter. The up and down arrow keys can then be used to move from one item to the other. Make the desired selection by pressing ***Enter***.

b. The second method is to select one of the two patient refresh buttons:
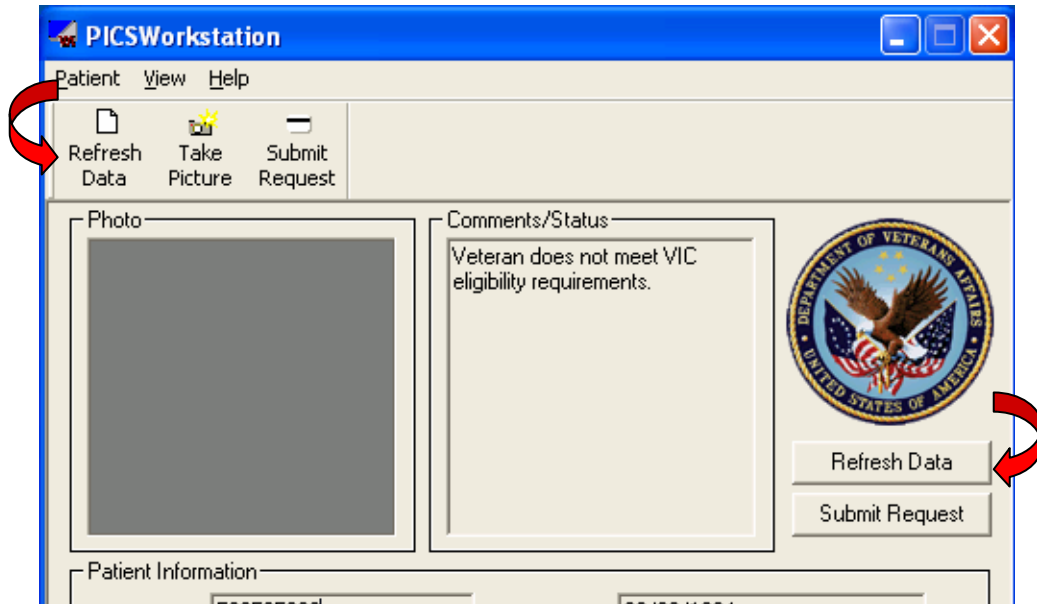


**Note:** If keyboard only operation is desired or necessary, the operator can move from one button to the next by using the Tab key.

c. The main screen will now be populated with the patient information selected in CPRS. If an image for the patient already exists in NCMD and a connection exists between PICS and NCMD, the patient's image will also be displayed. This allows the operator to send the card print request with the existing image to NCMD or to capture a new image. Thus, if a new card print request is needed for a veteran who needs a card replaced, the veteran does not have to return to the facility to have his or her picture retaken. At the bottom of the main screen the operator can view the number of cards that a patient has been issued. By clicking on ***Details*** the user can view more information concerning the cards that have been issued. If ***??*** appears as the value for the number of cards, it indicates that a connection could not be made to verify how many cards the patient has been issued.

5.  PICS enables the user to capture a patient image one of three different ways:

    a.  If an image for the patient already exists in the NCMD, PICS will display it as previously mentioned. No operator action is required unless the operator desires to capture a new image.

    b.  The user can retrieve an existing image file stored on an accessible hard drive (e.g. images downloaded from a digital camera used to capture patient images at an off-facility location).

    c.  The user can use the Cannon PowerShot A60 to take the veteran's picture at the PICS workstation.

6.  To retrieve an existing image.

    a.  Either click on the photo screen;
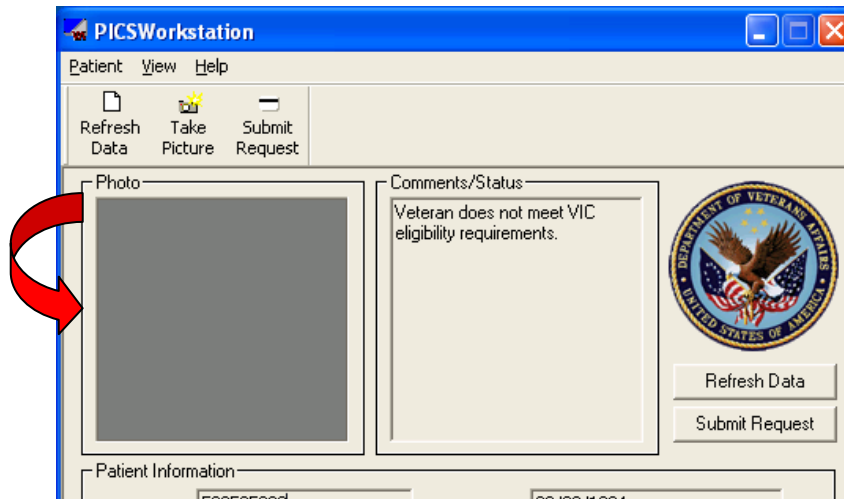
Or, select the camera icon;
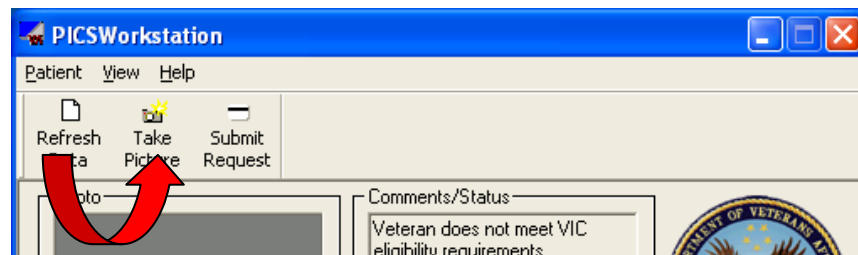


Or, select ***Patient/Take Picture***;
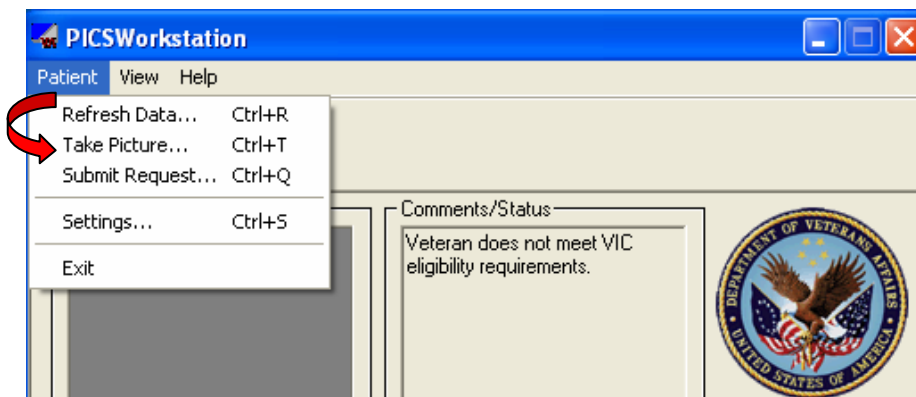


If the patient's data requires correction before a card request can be submitted, then when attempting to take a picture, the user will get the following message:
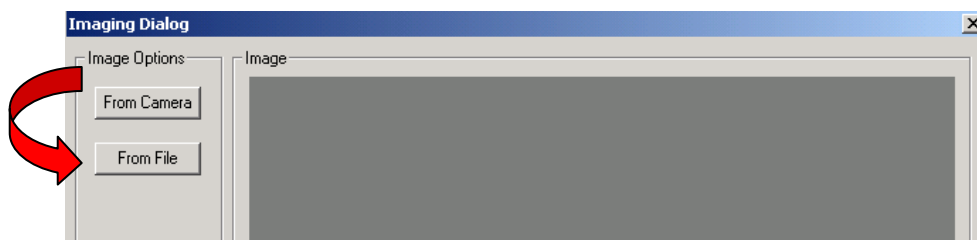
The user should check the **Comments/Status** box on the PICS screen and correct the data in VistA as indicated.

b. This brings the operator to the following screen where the operator can either search for an image file located on the PC or take a picture using the PICS workstation camera.
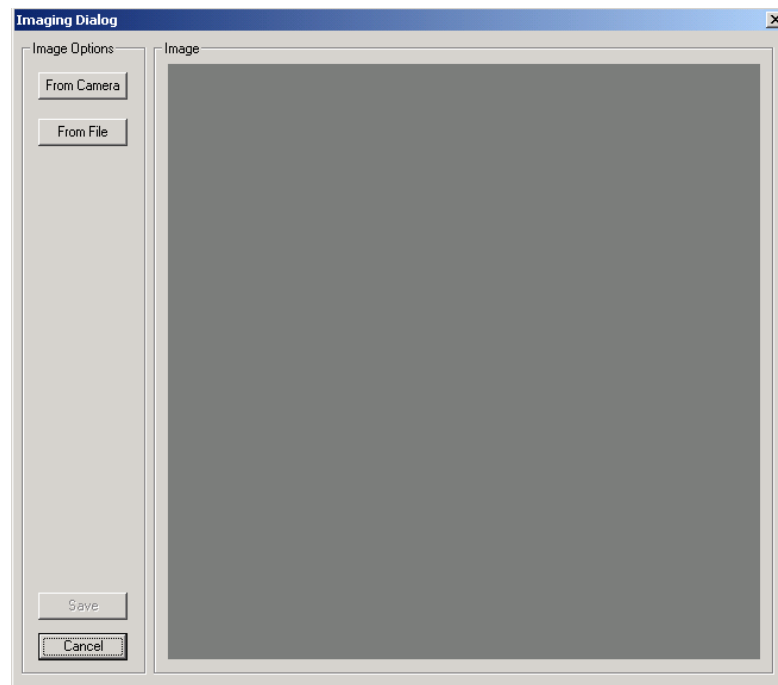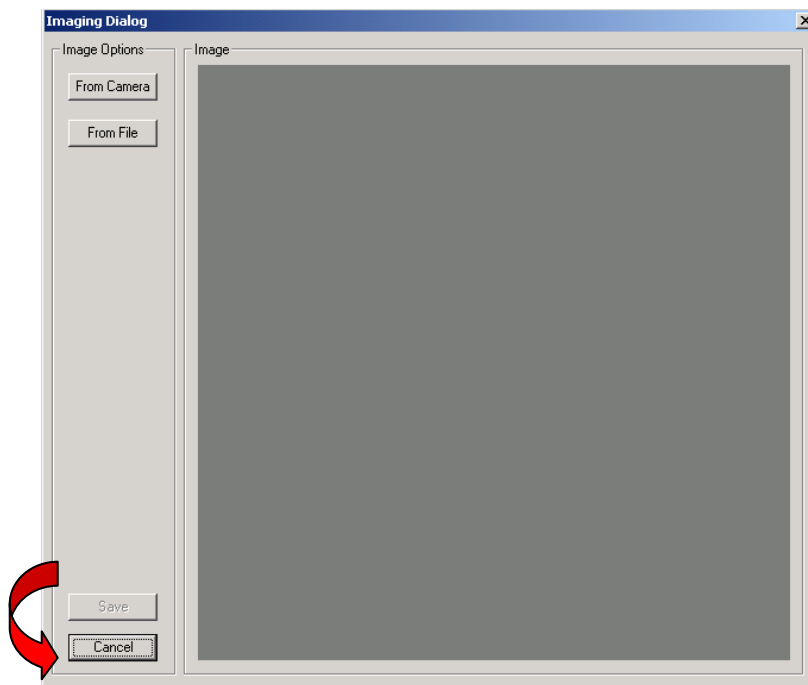


c. To search for an image file, select **From File**



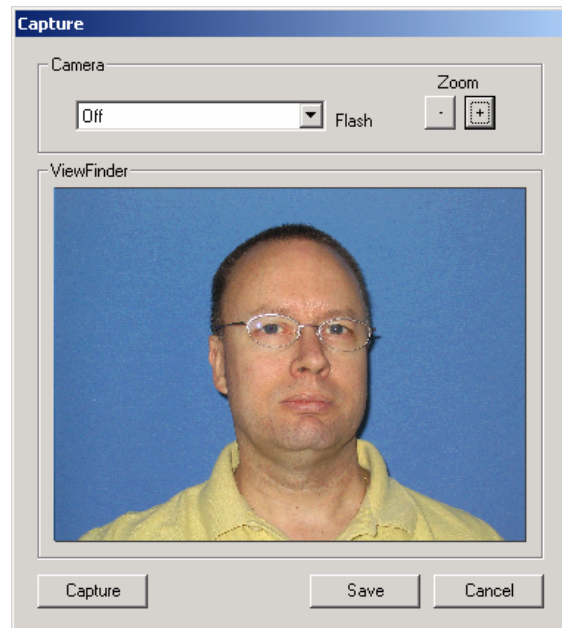And browse to locate the image file.

d.  To capture a new image, select the ***From Camera*** button.
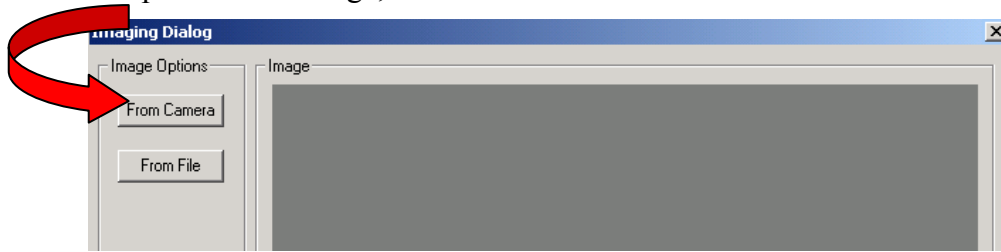


e.  To cancel the operation, select the ***Cancel*** button.



f.  Once the operator selects the ***From Camera*** button, the camera is activated and a new window will be displayed with the patient's image.

g.  From this window, the operator can control the camera flash. The application
defaults to the last setting shown. Thus, if the operator chooses "On (Red Eye)",
that setting will be the default for every photo taken until the operator makes
another selection.
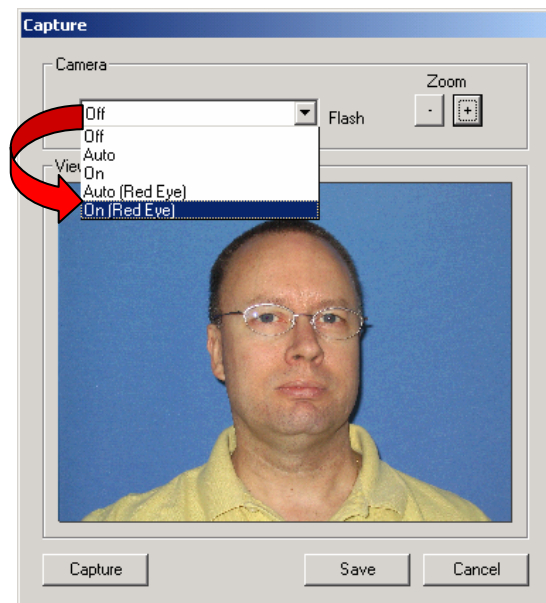


And zoom in and out. PICS will remember the last zoom setting and return to it
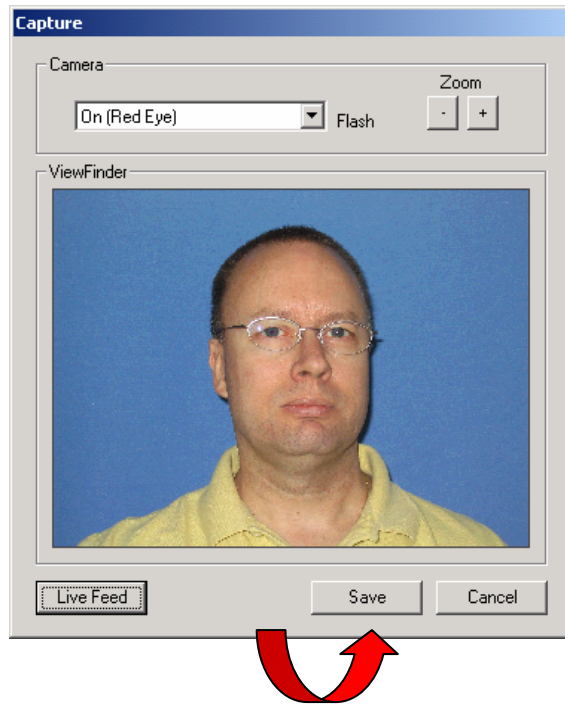for subsequent pictures.
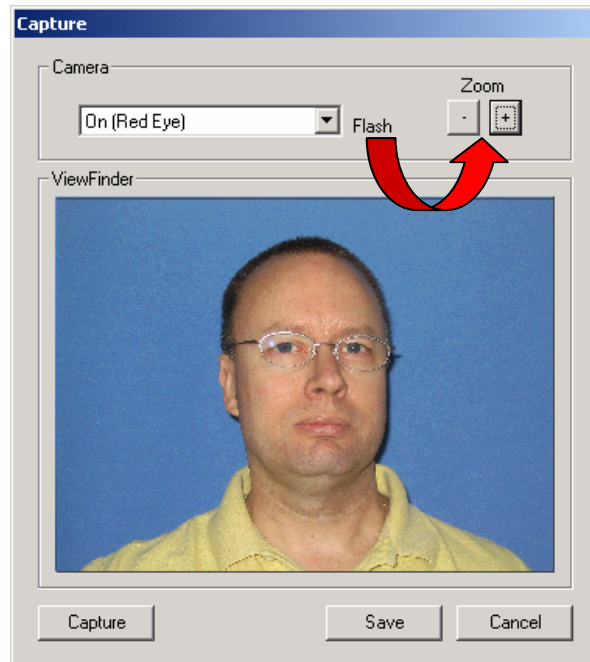
h. To capture the image with the camera, select *Capture*.
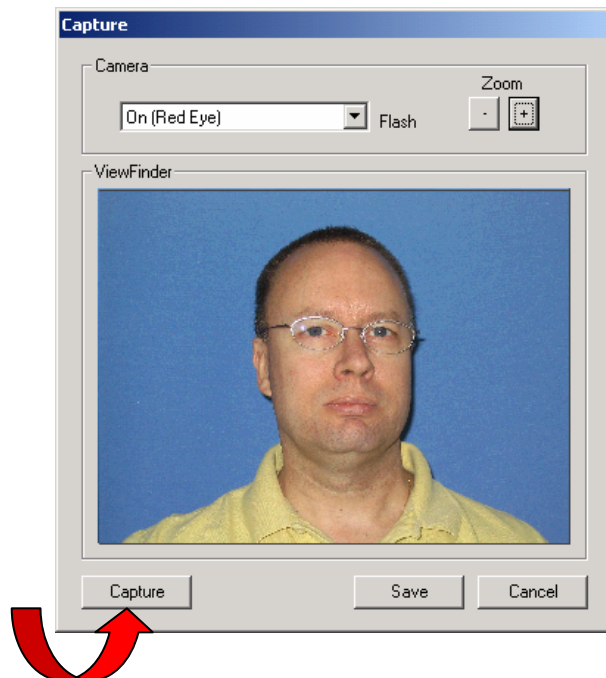


i. The next screen displays the captured image. To save this image, select *Save*. To re-capture the image select *Cancel* and capture the image again. To recapture the

image, click on **_Live Feed_**. You will then be provided the opportunity to select **_Capture._**



j.  Once the operator saves the captured image, the image is displayed in the Image Dialog window. The operator can crop the photo by clicking to the upper left of the subject's head and dragging the cursor diagonally down to the left until there is a square containing the subject's head and shoulders as desired for the photo.
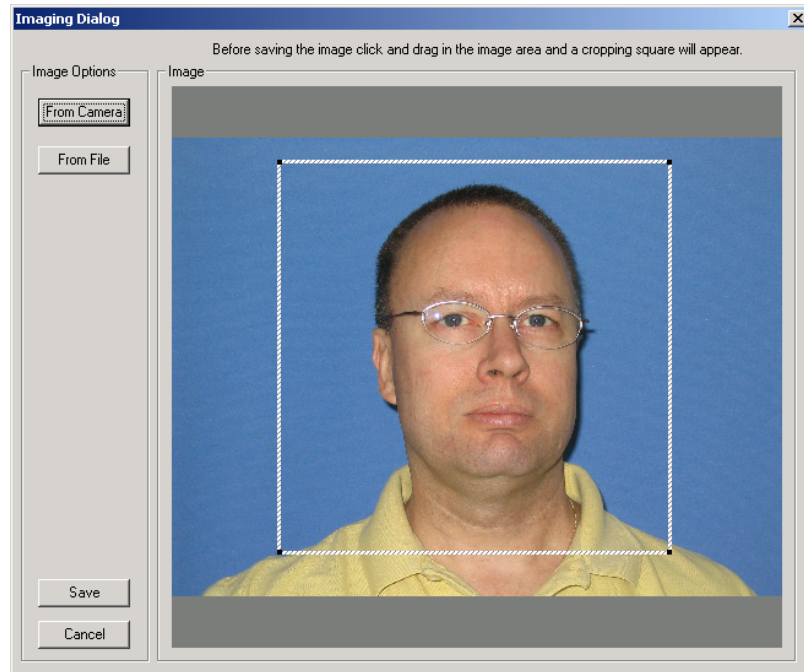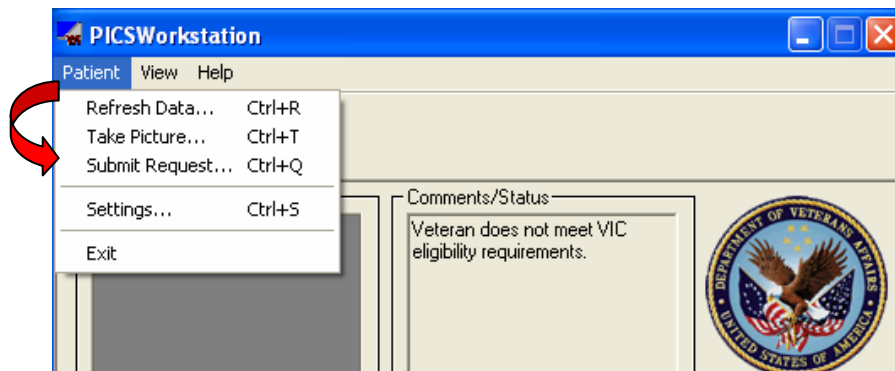
Click **Save** to finish the capture of this image or **Cancel** to start over to recapture.
**Save** will take you to the following screen.

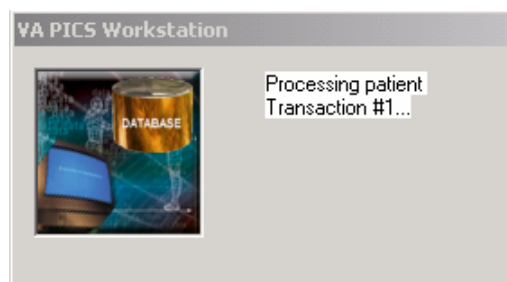PICS will now display the picture along with all the patient information.

To submit the card request to the NCMD, select either the ***Request VIC*** icon on the tool bar or underneath the **Refresh Data** icon.
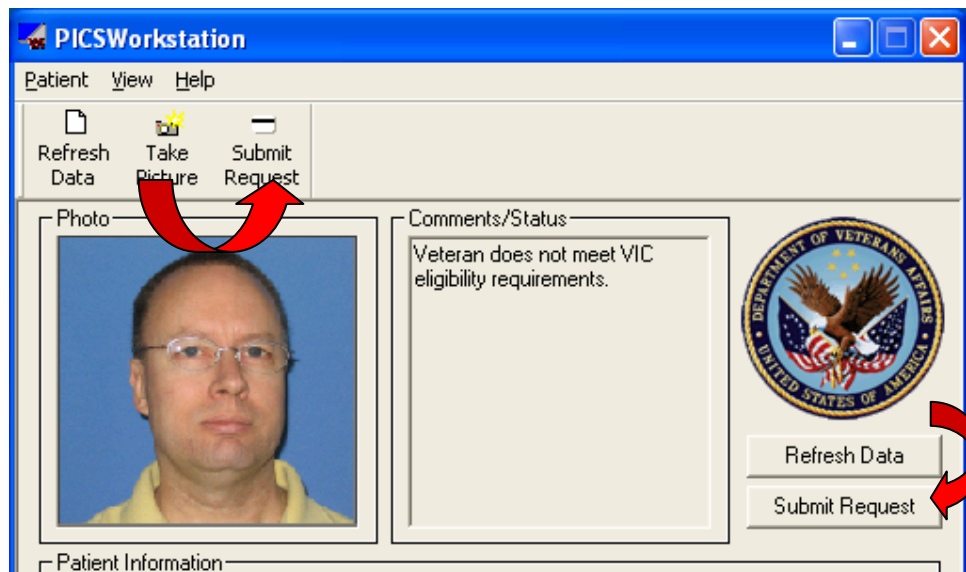


You may also select ***Patient/Request VIC***



The user will see the following window, indicating that the card print request is being sent to the NCMD.



The user will be given an acknowledgement that the card request was successfully submitted.

In some cases, the user will not be able to submit a request for a patient. If this is the case, the user will receive the following message when attempting to submit the request.
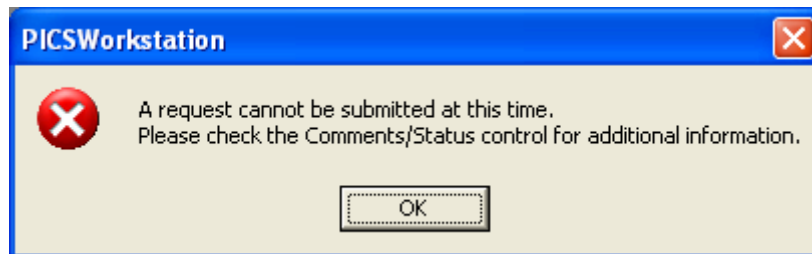


The user should check the **Comments/Status** box as directed. In order to proceed with the card request for that patient, the user will need to correct the deficient information in VistA. For a full list of messages displayed in the **Comments/Status** box and their causes, please refer to section 5, Patient Information Management System Interfaces. In the example below, the user would need to go VistA to correct the date of birth.
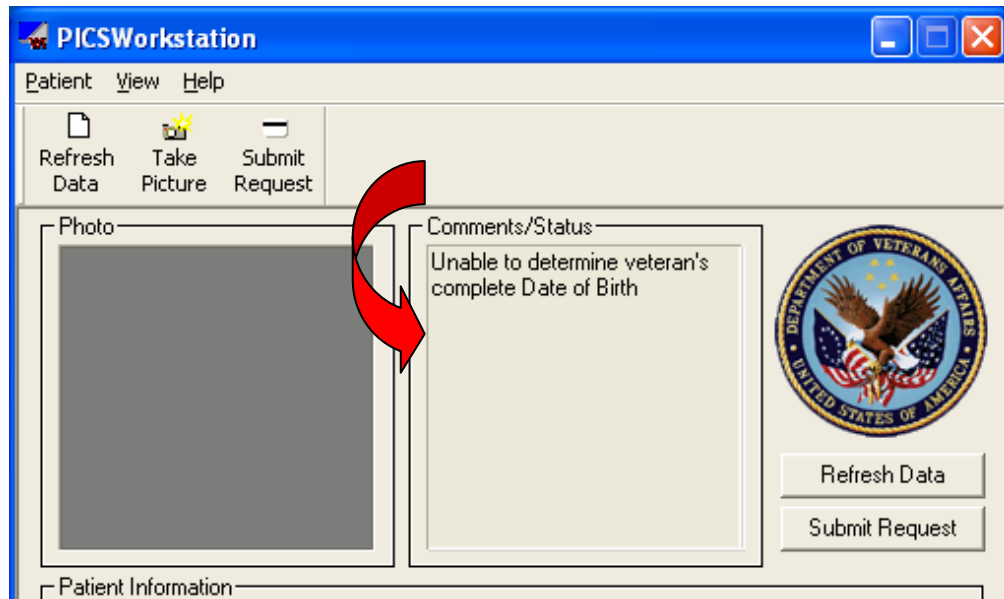
As previously mentioned, not only is the user unable to submit the request, but is also unable to take the patient's picture until the correction has been made in VistA.

# 5

## Patient Information Management System Interfaces
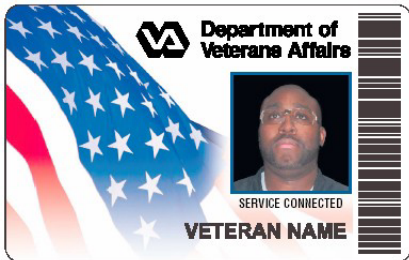


The purpose of this section is to familiarize the user with those systems whose operation is necessary for the operation of PICS or are required for managing the patient data that is being used to generate veteran ID card requests.
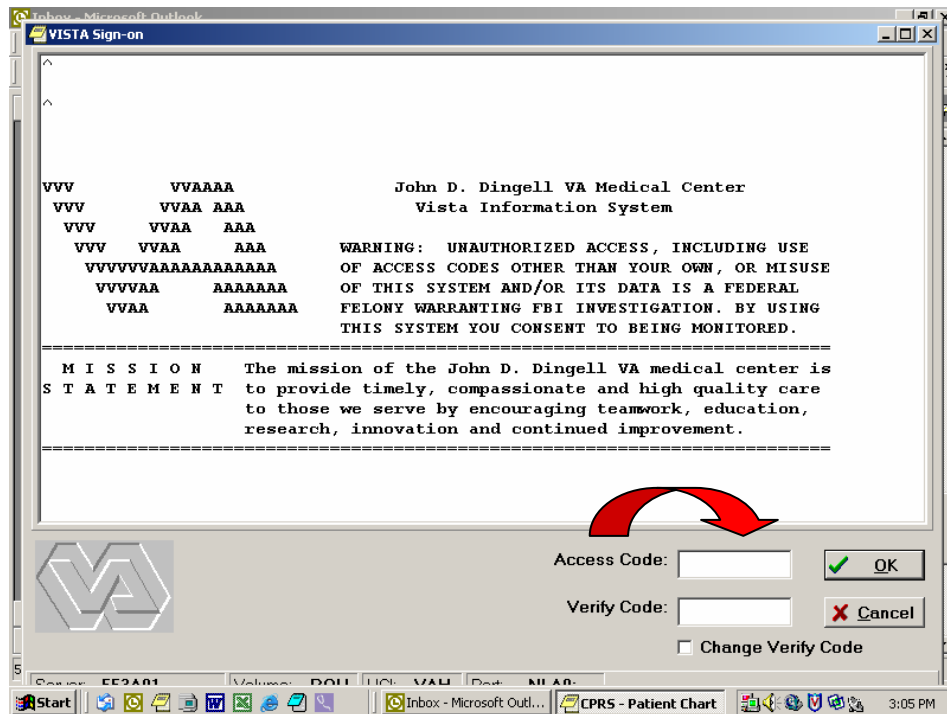
**Computerized Patient Reporting System (CPRS)**

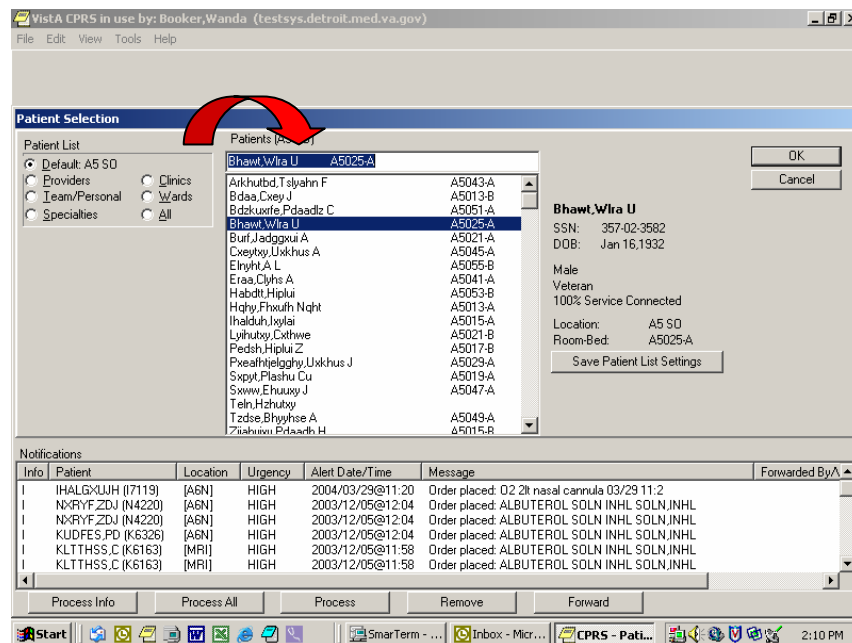Click on CPRS Icon on the desktop.



Shortcut to CPRSChart.lnk

Enter Your Access and Verify codes as shown below:



To select a patient, you can either type in part or all of their name or social security number, or you can use the mouse to select a clinic, ward, or specialty and then click on the name.

The CPRS Windows interface mimics the paper chart of a patient's record, but CPRS makes locating information easier. With the Patient Selection screen, you can quickly bring up a record for any patient in the system. The Cover Sheet summarizes important information about the patient. Along the bottom of this dialog or page are a number of tabs that will quickly take you to the part of the chart you need to see. For example, you might want to see Progress Notes, Problems, Summaries, Medications, Lab Tests, or place new orders:



To go to a different part of the patient chart click on the appropriate tab at the bottom of the chart. Or, from the menus, choose View | Chart Tab, and then select the desired tab.

### CPRS Patient Status Messages

The following table provides a list of the different patient status comments that CPRS can provide to PICS in addition to the general cause of the message. Using this table, the user will be able to access the patient record in VistA to correct any record deficiencies.

| Error Message Text | System Cause |
|---|---|
| A previous VIC request for the veteran, entered on *entry_date* from your facility, is awaiting a National ICN or Enrollment Status update. If no update is received by *expiration_date*, the previous request will | A pending request exists in a HOLD status. |

| | |
|---|---|
| expire, allowing you to enter a new request. | |
| Unable to determine veteran's Sex. | Sex field is null. |
| Unable to determine veteran's Social Security Number. | SSN field is null. |
| Unable to determine veteran's complete Date of Birth. | DOB field is null or does not include day of birth. |
| Unable to determine veteran's Name. | FAMILY NAME component is null. |
| Unable to determine the STREET1 field of the permanent mailing address. | Permanent address STREET1 field is null. |
| Unable to determine the STREET1 field of the temporary mailing address. | Temporary address STREET1 field is null. |
| Unable to determine the STREET1 field of the confidential mailing address. | Confidential address STREET1 field is null. |
| Unable to determine the STREET1 field of the facility mailing address. | Facility address STREET1 field is null. |
| Unable to determine the CITY field of the permanent mailing address. | Permanent address CITY field is null. |
| Unable to determine the CITY field of the temporary mailing address. | Temporary address CITY field is null. |
| Unable to determine the CITY field of the confidential mailing address. | Confidential address CITY field is null. |
| Unable to determine the CITY field of the facility mailing address. | Facility address CITY field is null. |
| Unable to determine the STATE field of the permanent mailing address. | Permanent address STATE field is null. |
| Unable to determine the STATE field of the temporary mailing address. | Temporary address STATE field is null. |
| Unable to determine the STATE field of the confidential mailing address. | Confidential address STATE field is null. |
| Unable to determine the STATE field of the facility mailing address. | Facility address STATE field is null. |
| Unable to determine the ZIP field of the permanent mailing address. | Permanent address ZIP field is null. |
| Unable to determine the ZIP field of the temporary mailing address. | Temporary address ZIP field is null. |
| Unable to determine the ZIP field of the confidential mailing address. | Confidential address ZIP field is null. |
| Unable to determine the ZIP field of the facility mailing address. | Facility address ZIP field is null. |
| **Unable to determine veteran's Service Connected Indicator.** | **Should never happen.** |
| **Unable to find veteran in database.** | **Patient record number is not valid. Should not happen.** |
| **Unable to determine a mailing address.** | **Attempting to use the facility address as the mailing address, but there is a problem with INSTITUTION file for** |

| | local site. |
|---|---|
| **Unable to determine a source facility.** | **There is a problem with INSTITUTION file for local site.** |

## Accessing Patient Profiles via the NCMD

This section provides useful information to the PICS user on accessing patient profile information via the NCMD. This is accomplished using the VIC National Card Management Directory Report Web page. To use it, go to https://vaww.etech.med.va.gov/VIC/index.asp as shown below.  The following screenshots depict how to access the patient profile information.

**NCMD VIC Card Reports - Home Page – Performing a Direct Record Search**



To obtain a *Patient Profile* through a direct record search, the user will:  Select the *Search by* radio button for the type of search intended, enter the search criteria in the *Search Text* field, and click the *Search* button.

The Patient Profile information then becomes available through the above *SSN* link, as shown below:

# 6

## PICS Troubleshooting Guide



Section 4 depicted what the operator will experience during the normal operation of PICS. There will be instances, however, when the normal sequence of steps in section 4 does not occur. This does not mean that PICS is malfunctioning, but will generally indicate that either the computing environment has changed or that a problem exists with the veteran's file in VistA. The purpose of this section is to assist the operator during such occurrences and to reduce the impact of those occurrences on facility operations.

**Card Requests Are Queued On the PICS Workstation**

In the event that the network connection is broken with NCMD, PICS is able to continue operation by queuing the card print requests. The operator will be informed that this has occurred by the following message:
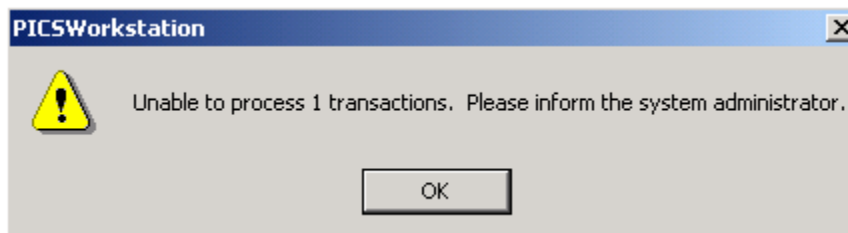


Click *OK* to continue. Each time the operator attempts to submit another request, the message will appear, incremented to reflect the number of card print requests that are queued. At the first opportunity, the administrator should be informed that the network connection to the NCMD has been lost. However, the operator can continue processing card print requests. The requests will continue to be queued on the PICS workstation until the connection to the NCMD has been re-established. Each time a card print request is submitted, PICS will attempt to send the requests already queued. If PICS is shutdown

prior to the connection to the NCMD being re-established, PICS will attempt to send the queued requests the next time it is started.

**PICS Attempts To Process Transactions At Startup**

If card print requests remain in the queue when PICS is shutdown, the following window will appear when the application is started:
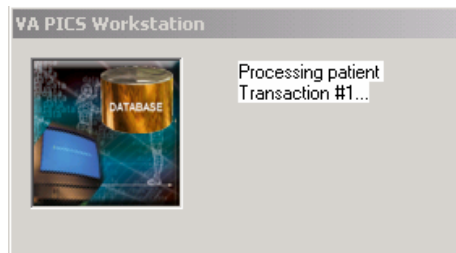


Once the queued records have all been successfully processed to the NCMD, the main screen will appear.

However, if there is still no connection to the NCMD when PICS is started, PICS will display
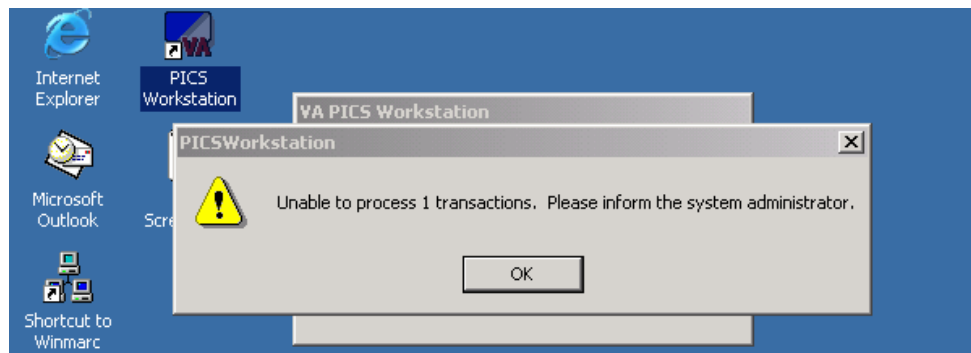


As before, the operator should select *OK* to continue and ensure that the administrator is aware that the connection to the NCMD is still broken.

Another potential problem the operator may experience during startup is an error similar to the following:
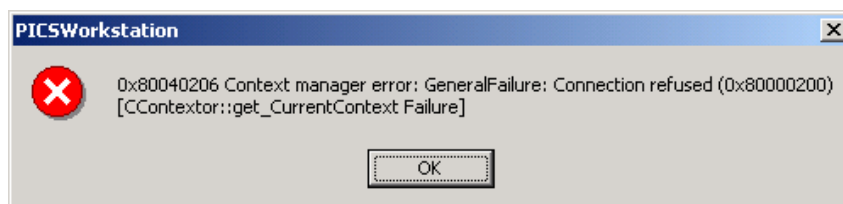
This indicates that a problem exists with the Sentillion context manager. The operator should seek assistance from an administrator to ensure that the PICS workstation is properly configured. PICS will not operate until the situation is corrected.

### PICS Closes Down When Trying To Start

The most probable reason for this to occur is that CPRS was not started before attempting to start PICS. Ensure that CPRS is started, and then retry PICS. If PICS fails to start, notify an administrator.

### Problems Refreshing Patient Data

When attempting to refresh patient data, the operator may see this window:
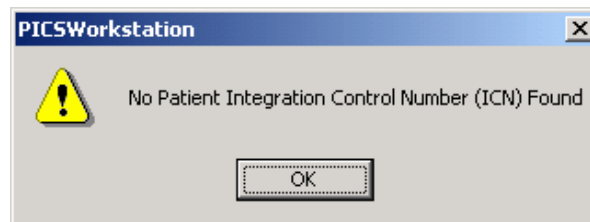


The operator should click **OK** and then take the required action to obtain an ICN number. Once the correction is made, the veteran can again attempt to refresh patient data.

It is important to select **OK** before attempting to refresh the veteran's data that is currently displayed on the screen or with another veteran's data. If an attempt is made to refresh data with a message window open, the operator will see the following:
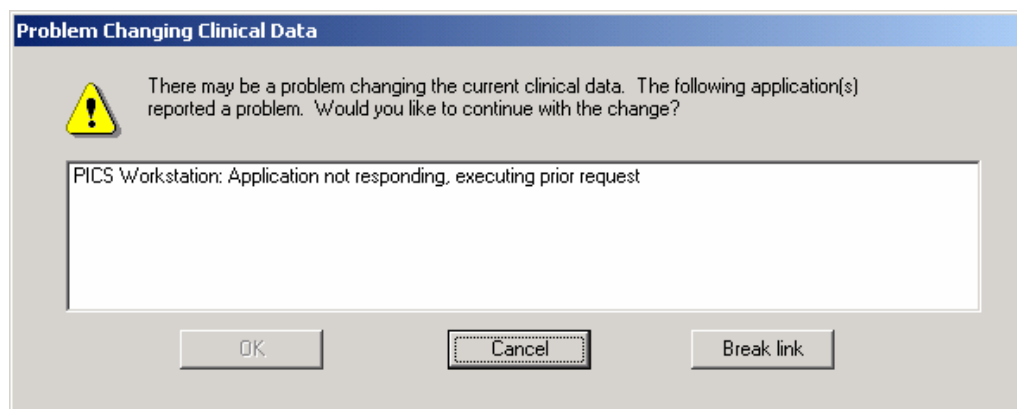
If you have taken and saved a veteran's picture and then attempt to open a new patient in CPRS, you will see the following message:
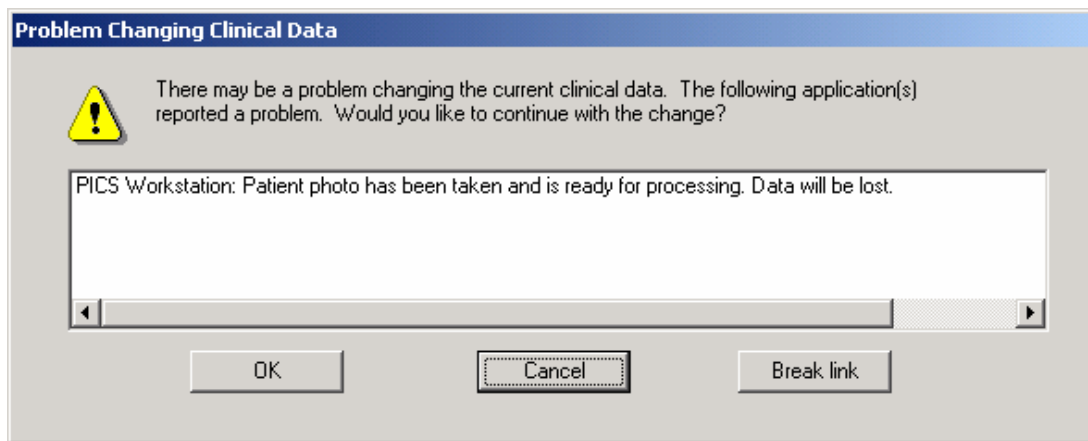


If you click okay, the photo will be discarded. Ensure that you wish to discard the photo or that you have first submitted it to the NCMD.

Should you encounter a problem not covered in this user guide, please contact your IRM staff or an administrator.